SOUVIK SANTRA

Dev(sec)Ops Engineer at Optum

// PERSONAL DETAILS

- **DOB:** December 2000
- **Languages Known:** Bengali, Hindi, Tamil and English
- **Address:** Hyderabad, India, 500081

// CONTACTS & LINKS

- sksnw@outlook.com
- LinkedIn
- Github
- Portfolio

// EDUCATION

- SRM Institute Of Science And Technology [2018 – 2022]
  - B.Tech - Computer Science And Technology

- Kendriya Vidyalaya Island Grounds [2013 – 2018]
  - PCM with Computer Science

// CORE COMPETENCIES

- Continuous Integration and Delivery
- Static/Interactive application security testing
- Debugging & Trouble Shooting
- Software Development Life Cycle
- Agile Methodologies
- Process Optimization
- Technical Documentation Standards
- Frontend Development
- Backend Development
- API Design and Development
- Quality Assurance Practices
- Cloud Architecture Solutions
- Team Collaboration Techniques

Dev(sec)Ops Engineer skilled in reliable code deployments, resolving security vulnerabilities, (CI/CD) automating testing and deployment, ensuring reliable updates, and successfully delivering and improving infrastructure automation tools with continuous monitoring keeping systems responsive and maintaining performance to enable faster, more reliable updates, driving innovation and customer satisfaction.

// PROFILE SUMMARY

- Accumulated over 3 years of comprehensive experience in software development, and 2+ year experience in DevOps, specializing in backend technologies and product enhancements within the IT sector, demonstrating a strong commitment to delivering high-quality solutions.
- Direct efforts as a DevOps Engineer at Optum, focusing on product enhancement initiatives, refining user interfaces, and streamlining backend processes to elevate system performance.
- Developed profound expertise in DevOps tech stack: Jenkins, Docker, and Kubernetes and programming framework and technologies like Java with Springboot. With Bash and Shell scripting and troubleshooting complex software and deployment/operations issues.
- Added substantial enhancement in user experience and system efficiency by integrating Batch transaction report automation, which led to almost a 50% decrease in unnecessary incident tickets or mails from the business side.
- Demonstrated effective leadership by guiding junior developers and new team joiners, creating a supportive atmosphere that promotes knowledge exchange and nurtures professional development.
- Actively participated in transaction monitoring projects and optimized Splunk alerts, improving workspace setup procedures and resulting in an 80% reduction in errors and a significant decrease in manual setup tasks.
- Gained knowledge of multithreading in Java, enabling the development of scalable applications that respond to new and changing client requirements.

// WORK EXPERIENCE

- **Optum** (FTE) [May 2022 – Present]
  - Role: Associate Software Engineer II (Dev/DevOps)

  Key Result Areas:
  - Proactively monitor and resolve critical vulnerabilities, collaborating with core development teams to implement solutions successfully in production releases.
  - Actively monitor server health and pod status to minimize downtime. Identify transaction-related issues during monitoring to enhance product performance.

// TECHNICAL SKILLS

- **DevOps Stack**: Jenkins, Docker, and Kubernetes
- **CI/CD Tool(s)**: Jenkins and Github Actions
- **Quality Engineering**: Jmeter test bed scripting
- **Testing**: Test cases with JUnit
- **Monitoring Tool(s)**: Splunk scripting and operations, Prometheus, Grafana
- **DataBase Management**: MySQL, PostgreSQL
- **Scripting**: Bash and Shell Scripting, Python
- **Infra Code Tool(s)**: Terraform
- **Cloud Platform**: AWS
- **Web Dev**: ExtJS and ReactJS with HTML, CSS and JavaScript
- **Programming**: Java with Spring Boot Framework, C++

// SOFT SKILLS

- Communication
- Leadership
- Team Player
- Time Management
- Problem-Solving
- AI Prompting (chatGPT and Github Copilot)

// EXTRA-CURRICULAR

- **Optum Ucare and Optum GIVE**
  [May 2022 – Present]

- **Unnat Bharat Abhiyan SRMIST**
  [Mar 2020 - Mar 2020]

- Tracking incident tickets and coordinating with the team for proper ticket assignment.
- Enhancing application deployment in Jenkins to eliminate security and pipeline-related errors, refining the process to minimize build time and failures.
- Created Splunk monitoring dashboards for various products, along with Splunk alerts for error and downtime notifications, reducing the need for constant monitoring and allowing more focus on productive development tasks.
- Developed a monitoring and notification framework that enables prompt identification and resolution of issues before they impact clients, resulting in a 30-40% reduction in production tickets.
- Opening war rooms during application downtime and coordinating with various backend teams to conduct root cause analysis and resolve the issues to avoid significant error rate in transaction process.
- Contributed to an auto-local workspace setup, significantly decreasing manual setup efforts and increasing productivity by 80%.
- Worked on JMeter test bed scripting, executing performance runs and regression testing across multiple backends to ensure quality production releases.
- Worked on the 270/271 and 276/277 medical transaction processes (USA), and I am knowledgeable about X12 formatting and HIPAA compliance rules.

- **HighRadius** (Intern) [Aug 2021 - March 2022]
  - Role: Tech Consultant

  Key Result Areas:
  - As a Technical Consultant, I gained extensive knowledge of various technologies during my internship at HighRadius. This included experience with software, services, and programming languages, such as scripting and markdown.
  - Designed custom invoice statements using XSL and XML markup languages to meet specific client requirements. Additionally, I worked on resolving issues related to the Payment Dashboard UI, utilizing EXT JS, Java, and MySQL.
  - Provided technical support to the Consulting Team, ensuring prompt resolution of bugs and the efficient implementation of custom enhancements. Also developed and maintained custom themes and data providers, which streamlined the management of payment and presentment tasks through Java and multithreading.
  - Diagnosed and resolved coding issues using Eclipse and VS Code, ensuring effective problem-solving and maintaining system reliability.

// REFERENCES

- **Aparna Samalla** [Senior Software Manager at Optum]
  [aparna_samalla@optum.com]
- **U.M.Prakash** [Assistant Professor at SRM IST]
  [prakashm3@srmist.edu.in]